

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 03/01/2007 Last Review Effective Date: 02/13/2008
SUBJECT: General Administration	SECTION: GA 1.2

SUBTITLE: CRSA Corrective Action Plans
--

POLICY:

It is the policy of CRSA to assure performance improvement and compliance with contractual, regulatory and/or fiscal practices.

If CRSA oversight reveals serious, quality of care or longstanding deficiencies in a CRS Contractor's clinical operation and rendering of services to members, or noncompliance with fiscal services requirements, a Corrective Action Plan (CAP) will be required, indicating that improvement must be demonstrated within a specified timeframe.

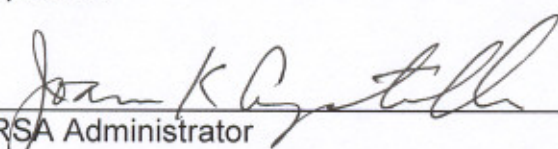
Decisions to request Corrective Action Plans are made by:

- QM/PI Committee;
- MM/UM Committee;
- CRSA Executive Management; or
- Division Chief.

PROCEDURE:

- 1) CRSA notifies the CRS Contractor of the Request for Corrective Action (RCA) in writing. A letter outlines the deficiency, explains the reason for issuing the RCA, and includes the timeframe for completion of the CAP.
- 2) CRS Contractors must respond with a proposed CAP within the timeframe established by CRSA.
- 3) The appropriate CRSA Division will review the CAP and will reply to the CRS Regional Contractor indicating:
 - a) Acceptance of the CAP and progress toward compliance;
 - b) Partial acceptance; or
 - c) Non-acceptance.
- 4) CRSA will be available to the CRS Contractor for technical assistance.
- 5) CRSA staff will monitor outcomes and maintain a tracking system of the initial request and subsequent actions.

- 6) When compliance has been achieved, the CAP will be considered completed and CRSA will send a letter to the CRS Contractor confirming compliance.
- 7) If CAP requirements do not show progress toward compliance within the timeline or a CAP is not submitted per the RCA, the applicable Division Chief will request that CRSA Executive Management discuss possible non-compliance actions.

Approved:  CRSA Administrator	Date: <u>2/8/08</u>
--	------------------------